



eZ-Audit Deliverable 116.7.5

Production Support Performance Report – June

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Overall Status



Major Accomplishments (for period)

- Implemented eZ-Audit Release 2.0 Patch Release into Production on 6/13
- Logged, analyzed, and resolved System Investigation Reports (SIRs), including Severity Level 1 SIRs
 - Resolved 11 Severity Level 1 SIRs
 - Resolved 14 Severity Level 2 SIRs
- Resolved 20 Production Support Requests (PSRs) based on client requests
- Updated eZ-Audit Rules of Behavior and Help Manuals in Production
- Provided regular status updates to Client eZ-Audit Leadership on existing SIRs and PSRs
- Coordinated Sunday Maintenance Window activities with the Virtual Data Center, submitting and managing multiple Enterprise Change Management (ECM) requests
- Participated in VDC Webshphere upgrade planning and testing activities, including weekly conference calls
- Successfully conducted CSS (Load Balancer) Testing on 6/13

Upcoming Activities (next period)

- Continue to maintain priority focus on resolving Severity Level 1 SIRs,
- Prepare and implement weekly bug-fix code implementations
- Continue work on other high-priority SIRs & PSRs
- Prepare Deliverable 116.7.6: Production Stabilization Performance Report – July
- Assist with preparation for Disaster Recovery Testing

Major Risks



| <i>Risk</i> | <i>On Point</i> | <i>Mitigating Actions</i> | <i>Impact on Cost and/or Schedule</i> | <i>Status</i> |
|---------------------------|------------------------------------|---|--|---|
| Disaster Recovery Testing | Barbara Johnson, Brian Cannavan | -Reviewing disaster recovery procedures - Attend planning meetings | | -Testing Scheduled for 7/26 - Production team to assist with re-directs and provide test scripts |

Government & Program Dependencies



| <i>Dependency</i> | <i>On Point</i> | <i>Target Date</i> | <i>Impact on Cost and/or Schedule</i> | <i>Status Comments</i> |
|--------------------------------|------------------------|---------------------------|--|-------------------------------|
| None to report for this period | | | | |

Upcoming Events and Key Milestones



| <i>DATE</i> | <i>EVENTS AND KEY MILESTONES</i> |
|----------------|--|
| 7/26/04 | Disaster Recovery Testing: FSA CIO Security requires this testing |
| 7/30/04 | Deliverable 116.7.6: Production Stabilization Performance Report – July |



Appendices

- System Availability Report**
- SIR & PSR Tracking Report**
- Production Issues**
- Enhancement Actions & Decisions**

System Availability Report



Availability for the period is 100%

Usability for the period is 96%*

The production team received a SIR on 6/21 reporting that eZ-Audit users were unable to view any attachments. The production team contacted CSC and opened a trouble ticket at approximately 9:00 a.m. CSC resolved the issue approximately three hours later at 12:00 p.m. They will provide a detailed “Root-Cause” analysis describing the issue by 7/2.

*Usability calculated based on 24 hour days Monday – Sunday (not including the maintenance window) from the period of 5/31 – 6/25

Summary SIR Activity Report



This table shows a summary of key SIR data from June

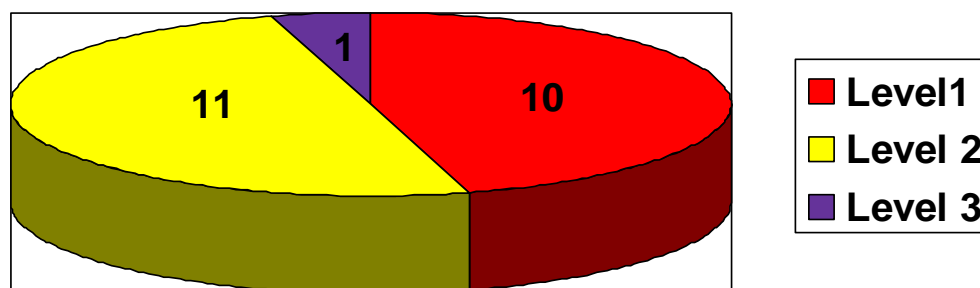
| | |
|---------------|----|
| SIRs Logged | 22 |
| SIRs Resolved | 29 |
| PSRs Logged | 12 |
| PSRs Resolved | 20 |

SIR: System Investigation Report
PSR: Production Support Request

Summary SIR Activity Report

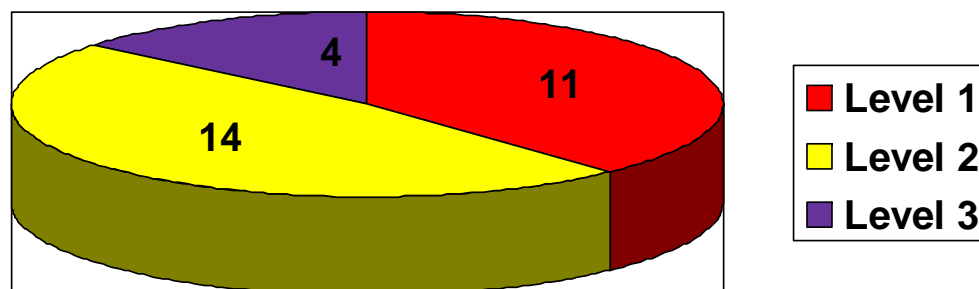


- **SIRs Logged in June**



** Total of 22 SIRs Logged*

- **SIRs Resolved in June**



** Total of 29 SIRs Resolved*

Detailed SIR Tracking Report



This table shows the 11 Severity Level 1 SIRs that were resolved in June, including the dates they were logged and resolved:

| Severity Level 1 SIRs | Date Logged | Date Resolved* |
|--|-------------|----------------|
| 1741: Report 11 Times out | 5/17 | 6/16 |
| 1793: School Group Report (12) is not displaying data | 5/24 | 6/9 |
| 1806: Report 5: "Compliance Audits Summary" Times Out | 5/25 | 6/3 |
| 1813: Unable to save FS and CA data for A-133 R.1.1 Submissions | 6/1 | 6/7 |
| 1814: Non-Profit R1.1 Submissions: Capital Lease Obligations data does not save | 6/1 | 6/3 |
| 1816: QC "Referral to Case" dropdown box has no values | 6/1 | 6/2 |
| 1836: R1.1 Submissions are not being flagged and are automatically archived after QC | 6/7 | 6/7 |
| 1842: Re-submit link not appearing for Schools w/ Title IV Eligibility before 2002 | 6/10 | 6/14 |
| 1858: Submissions w/ No Code Findings and no Opinion Type are marked as Deficient | 6/21 | 6/22 |
| 1859: Unable to view .pdf files | 6/21 | 6/21 |
| 1862: Unable to access read-only Statement of Activities | 6/22 | 6/23 |

****Average Resolution Time: 7 Days***

Detailed SIR Tracking Report (contd.)



- There are no Severity Level 1 SIRs remaining to be resolved.
- 2 Severity Level 1 SIRs were rejected

| Severity Level 1 Rejected SIRs | Date Logged | Comments |
|--|-------------|--|
| 1837: Unitech Training Academy: Annual submission does not have CA link | 6/7 | Because this was an Annual (Type 11) submission, the school only had links to the FS. |
| 1812: Submissions screened complete are not being sent to Co-Team Leader | 6/1 | The submission was not sent to the Co-Team Leader's queue after QC because the CA was sent to Code Findings. |

Detailed SIR Tracking Report (contd.)



This table shows the amount of time required to respond to and resolve all Severity Level 2 SIRs that were logged this month:

| # of SIRs Logged | Resolved* | Remaining | Other** | Average Resolution Time |
|------------------|-----------|-----------|---------|-------------------------|
| 11 | 14 | 2 | 1 | 11 days |

*6 Severity Level 2 SIRs logged prior to this month were resolved in June

**1 Severity Level 2 SIR was rejected

Remaining Severity Level 2 SIRs and date logged:

1867: A-133 Proprietary Schools (6/23)

1864: Search: Results are grouped by type of submission and not by FYE (6/23)

Detailed SIR Tracking Report (contd.)



This table shows the amount of time required to respond to and resolve all Severity Level 3 SIRs that were logged this month:

| # of SIRs Logged | Resolved* | Remaining | Other | Average Resolution Time |
|------------------|-----------|-----------|-------|-------------------------|
| 1 | 4 | 0 | 0 | 42 days |

*3 Severity Level SIR logged prior to this month were resolved in June

Production Support Request Activity Report



This table reflects activity on the PSRs that were logged this month this month:

| # of PSRs Logged | Resolved* | Remaining | Other** | Average Resolution Time |
|------------------|-----------|-----------|---------|-------------------------|
| 12 | 20 | 4 | 14 | 24 days |

***11 PSRs logged prior to this month were resolved in June**

****13 PSRs logged prior to this month were rejected, 1 PSR was marked as a duplicate**

Remaining PSRs and date logged:

1869: Clearinghouse File: Error Message Log and Formatting Issues (6/23)

1865: Schools Affected by SIR 1835: Flag schools and list Reason for Flagging (6/23)

1855: Somerset School of Massage: Incorrect Notification for FYE 2002 Submission (6/18)

1790: Siena College- Automatically logged out of the system and data was not saved (5/21)

Release 2.0 Patch Release (6/13)



- In addition to the monthly Production Stabilization activities, eZ-Audit Implemented a Patch Release on 6/13
- This fix release included:
 - 2 Severity Level 2 SIRS remaining from Release 2.0 *
 - 20 Severity Level 3 SIRs remaining from Release 2.0 *
 - 4 enhancements marked as high priority deferred by CCB for post-release review *
 - 5 open Severity Level 3 production issues deferred from Release 2.0 deployment

** These SIRs were not included in the Detailed SIR Tracking Report*

Production Issue Update



CSS (Load Balancer) Testing

- Description: CSS (Load Balancer) was implemented on 6/13/04.
- Status: Testing was conducted successfully on 6/13/04.

Issue: Users unable to view uploaded files

- Description: On 6/21 we received a report that users were not able to view files uploaded prior to 6/20.
- Status: Opened a ticket with CSC on 6/21. CSC resolved the issue within 3 hours. Waiting to receive a “root-cause” analysis from CSC.